

EXHIBIT 3

my return from order #465301

RETURN/EXCHANGE

Unassigned

Search for customers by email, order

CD CAROLE DONOHUE

This customer has no note.

CD CAROLE DONOHUE

Good afternoon,

I love your clothing, but unfortunately it doesn't work all the time! I returned 2 items from my order #465301 and it looks like you received them in your san francisco location on January 12th. I had requested that the amount be refunded back to the card that I used and not a credit on my Quince account. At this date, I have not received a refund for the 2 items which total \$100. I ask that you please respond to this email asap. I wanted to call and get this done, but they recommend that I email. I look forward to hearing back from you. Please see attached proof of return delivery.

Regards,

Carole Donohue

New media files

To: orders@quinceandco.com (orders@quinceandco.com)

Search macros by name, tags or body...

tickets-export-202...zip

messages-sent-per...csv

Quince & Co P&L...xlsx

Quince+&+Comp...xlsx

Show all

Type here to search

29°F Cloudy

5:21 PM 2/1/2022

Order # 505519

add tags

Donna

Search for customers by email, order

Ginger

This customer has no note.

Ginger

PLEASE...

New media files

Re: Cashmere sweaters

Okay then can you send the entire order to me in c/o. William T Parker

Please confirm

Thank you. I appreciate anything you can do to expedite my order

enjoy your day,

Ginger Todd-Johnson

Any officer I can write to give my suggestions so you get more sales!

On Jan 27, 2022, at 5:00 PM, Care Email Address <care@onequince.com> wrote:

New Message

IMC_0336.PNG

1 of 1

tickets-export-202...zip

messages-sent-per...csv

Quince & Co P&L...xlsx

Quince+&+Comp...xlsx

Show all

Type here to search

29°F Cloudy

5:25 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/20540459

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+**

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Missing order

ORDER-STATUS x +

TA Tara Anderson

Search for customers by email, order

BV bethan velenosi

Wednesday

Hi there;

My order says it has been delivered but I never received it... it's over \$200 worth of items.

I have called usps but they are saying it was delivered.

Please advise ASAP

10:39

https://www.onequince.com/track...

ALWAYS FREE SHIPPING | SHIPPING DELAYED BY UP TO 7 BUSINESS DAYS DUE TO WORLDWIDE COVID IMPACT.

Quince

ACCOUNT / ORDERS / 404037210328 / SHIPMENT 1

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

Type here to search 29°F Sunny 5:29 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/20235427

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

Tickets

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My Tickets

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Tags

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- Social Media

Michelle kohanzo MK

January 13 2022 order

RETURN/EXCHANGE x +

TA Tara Anderson

Search for customers by email, order

KP kristin perone

01/24/2022

Please send me an email with the order confirmation from the order I placed on January 13, 2022.

I only would have used [REDACTED]

I am hoping to hear from you so I do not have to start a charge dispute with my credit card company.

I have to exchange several items from the order due to the fit.

01/25/2022

Hi Kristin,

Looks like you're reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Tara

To: orders@quinceandco.com

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

Type here to search 29°F Sunny 5:32 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/19852390

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+**

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

New customer message on January 22, 2022 at 1:38 pm

RETURN/EXCHANGE x +

TA Tara Anderson

Search for customers by email, order

You received a new message from your online store's contact form.

Name: Karen Goldman
Email: [REDACTED]
Your Phone (Optional): [REDACTED]
Body: Please send a return shipping label for one pair of pants from my order

01/25/2022

TA Tara Anderson

Hi Karen,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Tara

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

Type here to search 29°F Sunny 5:34 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/22078395

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
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My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
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- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Trying to Make a Return

Close RETURN/EXCHANGE x +

JD Jennifer Thompson

Return/Request Yesterday at 9:19 PM

I purchased a sweater from you a bit ago and I would like to return it - I cannot find the order email or an account under my name on your website.

Can you help?

Email: [REDACTED]
Phone: [REDACTED]

Please let me know if you need other info to look up?

Thanks - Jennifer

Today at 8:24 AM

JD Donna

Hi Jennifer,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Donna

Search for customers by email, order

JT Jennifer Thompson

This customer has no note.

Is this the same person?
*We have found someone similar to the customer of this ticket. If it is the same person, merge them together to get a unified view of this customer.

Merge

JT Jennifer Thompson

This customer has no note.

Shopify Jennifer Thompson

Create order Show all

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

Type here to search 29°F Sunny 5:34 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/20364059

Search for customers by email, order

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
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- Closed 5k+

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Order

+ add tags

TA Tara Anderson

CC Catherine Castle

01/25/2022

I want to order a women's crewneck white sweater in medium. \$50.00. Please CALL me at [REDACTED] today, Tuesday.

Thank you!

CC Catherine Castle

Wednesday

PLEASE CALL ME SO I CAN ORDER THIS! Thank you.

TA Tara Anderson

Thursday

Hi Catherine,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Tara

CC Catherine Castle

This customer has no note.

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

29°F Sunny 5:35 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17111154

Search for customers by email, order

Tickets

Home

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- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

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My Tickets

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Tags

- Order Status 9
- Returns 13
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- Product 1
- Social Media

Michelle kohanzo MK

Orders #472820/ #400570/#318864

+ add tags

TA Tara Anderson

LF Louise Furrow

01/07/2022

Hi,

I have placed 3 orders in the past few months and wish now that I'd created a customer account. Is there a way to do that now and add the history to the account? Thank you, Louise Furrow

Order

JA Jenni Arnold

01/15/2022

Hi Louise,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

LF Louise Furrow

01/15/2022

Very kind of you to take the time to clarify that. Thank you so much and best of luck with your business

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

29°F Sunny 5:35 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/18221701

Search for customers by email, order

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+**

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

New customer message on January 14, 2022 at 11:50 am

ORDER-STATUS

Donna

You received a new message from your online store's contact form.

Name: Edith Ecken

Email: [REDACTED]

Your Phone (Optional): [REDACTED]

Body: Received a message my order had been delivered but did not receive it. Order # 461529 Thank you. I have another order on the way and am worried about the deliveries. Please let me know Editha

01/14/2022

Hi Edith,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

Type here to search 29°F Sunny 5:36 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/18014353

Search for customers by email, order

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+**

My Tickets

- My Open 1
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- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Order #472122

RETURN/EXCHANGE

Donna

KB Kate Bleick

01/13/2022

Hello,

I was accidentally sent the wrong pants in this order. I ordered the super soft long fleece pants that are gathered at the ankle. However, I was sent cropped, wide-leg pants.

Is there a way I can make the exchange?

01/13/2022

Hi Kate,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Donna

01/13/2022

Oh my word. So embarrassing. Thank you so much!

smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Quince & Co P&L...xlsx Show all

Type here to search 29°F Sunny 5:36 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17853495

Search for customers by email, order

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+**

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

New customer message on January 12, 2022 at 2:48 pm

RETURN/EXCHANGE

01/12/2022

You received a new message from your online store's contact form.

Name: Mary Jane Smith
Email: [REDACTED]
Your Phone (Optional): [REDACTED]
Body: I have received two of the same item I was suppose to receive one waffle duvet set and one comforter on synthetic Please respond how I return and can you sent the vomforter

01/12/2022

Hi Mary Jane,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend

tickets-export-202...zip smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Show all

Type here to search

29°F Sunny 5:39 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17470552

Search for customers by email, order

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+**

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Discount Question - Order Number: 476837

+ add tags

01/10/2022

PT Piero Trujillo

Hello,

I recently placed an order and forgot to apply my 10% discount for signing up for Quince's mailing list. I wanted to reach out and see if my 10% discount could still be applied.

Order Number: 476837

Discount Code: FPDNRB3UEJaq

01/11/2022

Hi Piero,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Donna

01/11/2022

PT Piero Trujillo

messages-sent-per...csv Show all

Type here to search

29°F Sunny 5:39 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/1760177

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Package Not Fully Delivered

RETURN/EXCHANGE

Donna

Alex Cohen

01/10/2022

Hi there,

I just received my package which only had the European Linen set and not the European Linen Duvet Deluxe bundle. Will the rest of the package come separately? I just want to make sure I wasn't delivered the wrong thing. My order number is 457759.

Thanks

Donna

01/11/2022

Hi Alex,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Donna

Alex Cohen

01/11/2022

Search for customers by email, order

messages-sent-per...csv

Show all

29°F Sunny

5:40 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17284619

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
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Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1
- Social Media

Michelle kohanzo MK

Order #450741

ORDER-STATUS

Donna

Kelsey Guenet

01/08/2022

Hello,

I got an email that my order #45071 was delivered and I never received it. What can I do about this?

Thanks!

Donna

01/10/2022

Hi Kelsey,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Donna

To: orders@quinceandco.com

Search macros by name, tags or body...

messages-sent-per...csv

Show all

29°F Sunny

5:40 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17065141

Tickets

Home

SHARED VIEWS

wholesale@quinceandco... 32

info@quinceandco.com 79

Main Views

Unassigned 55

Open 107

Snoozed 0

Closed 5k+

My Tickets

My Open 1

My Snoozed 0

My Closed 0

Tags

Order Status 9

Returns 13

Order Updates 2

Product 1

Social Media

Michelle kohanzo MK

New customer message on January 7, 2022 at 3:15 pm

add tags

Jenni Arnold

Search for customers by email, order

wendymcdonaldgordon@gmail.com

This customer has no note.

You received a new message from your online store's contact form.

Name: Wendy M Gordon

Email: [REDACTED]

Your Phone (Optional): [REDACTED]

Body: I have two Quince cashmere sweaters and third that I ordered and is still in the package. I find that your sweaters stretch at the neck and at the bottom. I would like to send back the white cashmere sweater, which is still in the package and don't know how to do it.

Thank you for your help.

Wendy M Gordon

01/07/2022

tickets-export-202...zip

smime-ac7f182b-c...p7s

tickets-export-202...zip

tickets-export-202...zip

messages-sent-per...csv

Show all

Type here to search

29°F Sunny

5:41 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17109239

Tickets

Home

SHARED VIEWS

wholesale@quinceandco... 32

info@quinceandco.com 79

Main Views

Unassigned 55

Open 107

Snoozed 0

Closed 5k+

My Tickets

My Open 1

My Snoozed 0

My Closed 0

Tags

Order Status 9

Returns 13

Order Updates 2

Product 1

Social Media

Michelle kohanzo MK

New customer message on January 7, 2022 at 7:16 pm

RETURN/EXCHANGE

Jenni Arnold

Search for customers by email, order

[REDACTED]

You received a new message from your online store's contact form.

Name: Juanita Gaylord

Email: [REDACTED]

Your Phone (Optional): [REDACTED]

Body: I received my order but only received one beanie hat with faux fur tassel and I ordered two one for myself and one for my daughter. Please if you can mail me another hat we can continue doing business in the near future. Thank you Juanita Gaylord. [REDACTED]

Hi,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe

01/07/2022

tickets-export-202...zip

smime-ac7f182b-c...p7s

tickets-export-202...zip

tickets-export-202...zip

messages-sent-per...csv

Show all

Type here to search

29°F Sunny

5:41 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/16701320

Why are you sending me another order?

01/05/2022

sfarmer001

I do not need another order #469148. I received my first order just fine on December 24th. Please do not send another order. YOU CAN CALL ME AT [REDACTED]

Susanna Farmer

01/07/2022

Jenni Arnold

Hi sfarmer001,

Looks like you've reach out to the wrong company as we do not have that order number. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

To: orders@quinceandco.com

Search macros by name, tags or body...

tickets-export-202...zip

smime-ac7f182b-c...p7s

tickets-export-202...zip

tickets-export-202...zip

messages-sent-per...csv

Show all

29°F Sunny

5:41 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/16701890

RETURN REFUND. Return #432920

01/05/2022

Amanda iovenio

Hello,

I had made a purchase before the holidays that I had returned and was just wondering when I would see the refund.

The item said it was delivered back on 12/24:

If someone could let me know when to expect my refund it would be greatly appreciated!

Thank You.

New media files

01/07/2022

Jenni Arnold

Hi Amanda,

Looks like you've reach out to the wrong company as we do not have record of you order number. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website.

tickets-export-202...zip

smime-ac7f182b-c...p7s

tickets-export-202...zip

tickets-export-202...zip

messages-sent-per...csv

Show all

29°F Sunny

5:42 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/16496547

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

Tickets

Home

SHARED VIEWS

- wholesale@quinceandco... 32
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Main Views

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My Tickets

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Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1

Social Media

Michelle kohanzo MK

New customer message on January 4, 2022 at 11:35 am

RETURN/EXCHANGE × + Jenni Arnold

Once we receive the yarn at our warehouse, we will process that for you as soon as possible. Please let me know if you have any other questions!

Kind regards,
Jenni

DS DON SLIMOWITZ 01/05/2022

Good morning, Jenni,
Thanks for getting back to me so quickly. I don't know if it matters, but I purchased a cashmere sweater, not yarn, and your add in the New York Times said there was a free return policy. How can I access that?

Thanks,
Sharey Slimowitz

JA Jenni Arnold 01/07/2022

Hi Don!

Oh, I see what the problem is.... Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

Search for customers by email, order

DS DON SLIMOWITZ

This customer has no note.

tickets-export-202...zip smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Show all

Type here to search 29°F Sunny 5:43 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/17040156

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

Tickets

Home

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Main Views

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- Open 107
- Snoozed 0
- Closed 5k+

My Tickets

- My Open 1
- My Snoozed 0
- My Closed 0

Tags

- Order Status 9
- Returns 13
- Order Updates 2
- Product 1

Social Media

Michelle kohanzo MK

Order #445446

RETURN/EXCHANGE × + Jenni Arnold

BS barbara schwartz 01/07/2022

I returned 2 sweaters. One men's for credit. One ladies: exchange size M for L in black. Please let me know status.
Barbara schwartz

JA Jenni Arnold 01/07/2022

Hi barbara,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

To: orders@quinceandco.com

Search macros by name, tags or body...

Click here to reply, or press r.

Search for customers by email, order

BS barbara schwartz

This customer has no note.

tickets-export-202...zip smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Show all

Type here to search 29°F Sunny 5:43 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/16636916

Apps Alder & Co STATE ace&jig | ace&jig Heist | Heist - Euro... founders & followe... Oroboro MAKE Sketchbook Skool Pain Management... Other bookmarks Reading list

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- wholesale@quinceandco... 32
- info@quinceandco.com 79

Main Views

- Unassigned 55
- Open 107
- Snoozed 0
- Closed 5k+

My Tickets

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Tags

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- Social Media

Michelle kohanzo MK

Returning

RETURN/EXCHANGE x

Jenni Arnold

Riley Jenson 01/05/2022

Hi!

I am sending a box back to you as a return and have received a USPS label. If I create a UPS label to send back will you receive? My office has a daily UPS pickup.

Thanks!

Jenni Arnold 01/07/2022

Hi Riley,

Looks like you've reach out to the wrong company as I do not have your order on file. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

To: orders@quinceandco.com

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quinceandco.gorgias.com/app/ticket/16213990

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- Social Media

Michelle kohanzo MK

New customer message on January 2, 2022 at 1:45 pm

RETURN/EXCHANGE x

Jenni Arnold

Hi Alex,

Thank you for providing the email address. Unfortunately, I'm not seeing an account come up under the one you provided. Would there be another by chance?

Also, I want to make sure you are wanting to exchange yarn with us. We are Quince & Co. an upscale yarn company and sometimes get confused with One Quince, a clothing company that we are not affiliated with. If it is yarn you are wanting to exchange, please help to provide another email address or name that we can search for. Otherwise, if you are looking for One Quince, I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>.

Let me know how I can help further!

Cheers,
Jenni

Alex Wolf 01/05/2022

Wow yes I did have the wrong Quince. Thank you for pointing that out.

To: Alex Wolf (amwolf731@gmail.com), orders@quinceandco.com

messages-sent-per...csv Show all

29°F Sunny 5:44 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/16515680

Search for customers by email, order

Tickets

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Michelle kohanzo MK

Order returned; not yet issue refund

ORDER-STATUS RETURN/EXCHANGE

3 Intents Detected 01/04/2022

NG Naomi Gofine

Hello,

I returned my order (Order#430742) and according to USPS tracking it was delivered on 12/23. I have not yet received the refund.

Please advise.

JA Jenni Arnold

01/04/2022

Hi Naomi,

Looks like you've reach out to the wrong company as we do not have the order number you provided. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

NG Naomi Gofine

01/04/2022

Apologies! Thanks for letting me know!

messages-sent-per...csv

Show all

29°F Sunny 5:44 PM 2/1/2022

quinceandco.gorgias.com/app/ticket/16497335

Search for customers by email, order

Tickets

Home

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Michelle kohanzo MK

Status of return?

RETURN/EXCHANGE

NR Nina R

01/04/2022

Hello,

I was just emailing to check in on the status of my return for order #414057

Thank you!

JA Jenni Arnold

01/04/2022

Hi Nina,

Looks like you've reach out to the wrong company as we do not have the order number you provided in our records. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help you're looking for!

Cheers,
Jenni

To: orders@quinceandco.com

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Michelle kohanzo MK

New customer message on December 28, 2021 at 11:44 pm

RETURN/EXCHANGE

Jenni Arnold

Search for customers by email, order

Laura Levenberg 12/28/2021

This customer has no note.

You received a new message from your online store's contact form.

Name:
Laura levenberg

Your Phone (Optional):

Body:
Hello, I received a sweater as a gift recently and the first time I wore it I noticed a hole in the sleeve. I don't have a gift receipt, but I'm happy to send photos of the item. Is there any way to exchange it? Thanks in advance.

Jenni Arnold 12/30/2021

Hi,

Looks like you've reach out to the wrong company. We are Quince & Co, a yarn and knitting company. I believe you may be looking for One Quince and we are not affiliated with them in any way. I would recommend reaching out to them via their website <https://www.onequince.com/contact-us>. I hope you find the help

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quinceandco.gorgias.com/app/ticket/16376693

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Michelle kohanzo MK

New customer message on January 3, 2022 at 5:50 pm

RETURN/EXCHANGE

Jenni Arnold

Search for customers by email, order

[Redacted] 01/03/2022

This customer has no note.

You received a new message from your online store's contact form.

Name:
Brad

Body:
I sent a supposed cashmere sweater back that I received for Christmas... u have received it but I want it credited back to the card it was charged on not a store credit as u put in the email. It was sent to [Redacted]

Jenni Arnold 01/03/2022

Hi,

tickets-export-202...zip smime-ac7f182b-c...p7s tickets-export-202...zip tickets-export-202...zip messages-sent-per...csv Show all

Type here to search 29°F Sunny 5:46 PM 2/1/2022